

Position Description: American Citizen Services (ACS) Assistant

Basic Function Of Position

The incumbent performs the full range of routine and emergency consular services for American citizens, and assists Consular Officers in evaluating Nepali emergency service and immigration law and procedures, to include adoption law and procedures relating to inter-country adoption. As such, incumbent drafts routine correspondence, prepares cases for review by the Consular Officer, performs varied filing tasks, maintains ACS and adoption records, responds to telephone queries on a variety of ACS issues, and develops reliable local contacts and resources. Assists in anti-fraud investigation work associated with citizenship and adoption. When required, assists with non-immigrant and immigrant visa processing.

Major Duties and Responsibilities

% of Time

The incumbent is primarily responsible for assisting and directly providing routine and emergency consular services to American citizens, to include: passport applications, CRBA, welfare and whereabouts requests, deaths, arrests, medical evacuations, emergency medical loans and repatriation cases. Assists Americans in registering with the Consular Section and maintains registration records, American citizen warden system records, and travel advice for American citizens in Nepal. Answers telephone queries and refers complex questions to the Senior FSN and Consular Officers. Provides information to Americans on how to apply for a new or replacement passport, how to apply for a CRBA, how to transfer funds from the United States to Nepal in an emergency, etc. Prepares documents needing notarization for Consular Officers' signature and assists with translation and interpretation of Nepali into English. Works in tandem with Senior ACS FSN in collecting information for updating a variety of informational handouts from different sources such as Consular Officers, FAM, and cables from the Department and distributes as appropriate. Collaborates with consular colleagues to develop, maintain, and appropriately utilize local contacts and resources relevant to ACS services. Understands and expands the section's network of host-country government, local and international non-governmental organizations, and private businesses and citizens available to assist in emergency situations including: immigration and customs, transportation, police, search and rescue, welfare, health care providers, mental illness, resources for crime, sexual assault and domestic violence victims, etc. (85%)

The incumbent is also responsible for processing adoption cases from the beginning to end in accordance with the existing immigration laws and policies. Maintains contacts with relevant Government of Nepal officials to determine applicable Nepali law and procedures relating to the inter-country adoption of Nepali children, advising Consular Officers accordingly. Provides information to adoptive parent(s) on completing forms, adoption procedures of both the U.S. government and the Nepali government, legal requirements for processing, and answers case-specific questions. Issues instructional packages to adoptive parents, and schedules interview

appointments. Conducts preliminary review of documents submitted by adoptive parents for completeness and accuracy, and prepares cases for consular officer's review. Flags cases suspected of fraud for consular officer's review. Maintains appropriate filing for adoption petitions and adjudicated cases, and keeps up-to-date adoption records, including statistics. Answers telephone queries pertaining to adoption by explaining appropriate procedures. Drafts routine correspondence and provides the consular officer, or EFM employees, with information about specific adoption cases for use in responding to congressional and other inquiries. Serves as translator as needed, refers complex queries to senior staff.

(10%)

Provides information relating to local laws and practices on dual nationality, marriage, divorce, and general assistance on matters pertaining to Social Security, Medicare, Veterans' Affairs, Voting registration, Federal Income Tax forms, and other federal benefits. Assists NIV and IV Units when required. Works with the Section's Outreach Unit regarding periodic updates of website information on American citizen services, the Section's automated telephone message, and Embassy notice boards.

(5%)